

2015

Office of The City Secretary Business Plan



City of Sugar Land

OFFICE OF THE CITY SECRETARY BUSINESS PLAN

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OFFICE OF CITY SECRETARY

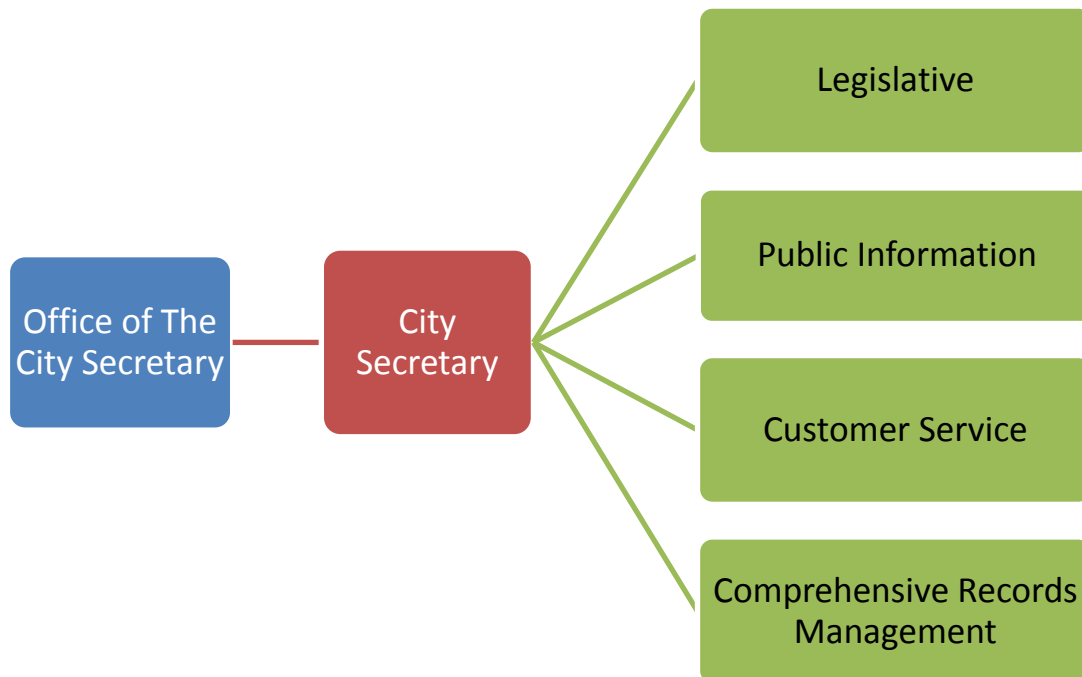
2014 BUSINESS PLAN

MISSION STATEMENT

The Office of the City Secretary is entrusted to act as stewards of open, accountable, “Responsible City Government”. In support of that trust we commit to uphold statutory principles, serve as guardians of the municipal legislative processes and official information, practice integrity, and provide excellent service that respects the uniqueness and diversity of the city organization and the community.

The Office is committed to uphold laws protecting right to privacy, to promote effective methods of recordkeeping, and to preserve and provide access to, the essential, operational, and historical documents of the city and subsidiary bodies by providing leadership in a city-wide records management program.

FUNCTIONAL STRUCTURE



2015 PROGRAM OF SERVICES

CITY SECRETARY

PROGRAM SUMMARY

The Office of City Secretary is a service oriented business entrusted to serve as stewards of open and transparent city government through the Local Government Code, Open Meetings Act, Public Information Act, Ordinances and adherence to other laws that govern; and to build public trust and confidence in local government through the establishment of open and transparent processes and procedures and accurate information management.

The Office is responsible for crafting and processing all agendas electronically for all city council and boards and commission meetings; recording and maintaining the minutes of the city council and all quasi-judicial boards and commission; recording and maintaining recordings for meetings of advisory boards to serve as the minutes of those boards; recording and codifying ordinances and recording resolutions of the city council; and maintaining contracts, deeds and other legal documents of the city.

The Office manages and provides the meeting structure and technology for City Council, Boards and Commissions, Special Task Forces and Committees; provides advice and assistance to City Council, City Administration, Offices, Departments, Boards and Commission, and Public on procedural and protocol issues and policies, including drafting and enforcement of interdepartmental policies under the responsibility of the City Secretary; and maintains and publishes City Council policies and procedures on an Intranet site for Staff use and on the Internet for Council Member use.

The Office monitors terms of City Council, and Boards and Commission members; prepares all legal notices for publication in the official newspaper and posts official notices to the city website; The City Secretary is the chief election official and the City Records Management Officer. The Office processes and records all property liens and release of liens, manages the fleet database inventory for title, license, renewal, alias and sale.

The Office provides dependable and courteous service to residents and visitors seeking information and directions by facilitating telephone and meeting communications, issuing badges; serving as a resource for citizens and a link between citizens and the City organization; maintaining an understanding of needs, making government accessible and transparent; promptly and accurately delivering information of government actions; quickly identifying and connecting public to the right person or resource.

2015 PROGRAM OF SERVICES (CONTINUED)

CITY SECRETARY

PROGRAM SUMMARY (CONTINUED)

Today the role of information has become more important to businesses, government entities, and citizens. The Office is responsible for processing all Public Information Requests and Records Management Requests; these services have seen large growth trends in service demands. As the nexus of information for the City, the City Secretary serves as the state mandated Records Management Officer (RMO) for the City and is the primary custodian of all official records, whether of limited retention or permanent, and vital records required to restart and maintain the operations of the City in the event of a disaster, records created, received, and maintained by the city to fulfill statutory and regulatory requirements, to support contractual obligations, to protect the rights of the City and its employees and to preserve the history of the city and the community it serves. The Office is responsible for all records management functions and requirements of the city-wide electronic document management system, including implementation, setup, on-going training of city personnel and administrative oversight.

As the RMO, the City Secretary is responsible for advising and training records liaisons in classifying and maintaining office and department records. The Office provides expertise and guidance in classifying records by record series and retention value and in preparing requests for authorization to destroy records that have met city adopted state retention requirements; and through third-party vendors, provides secure, documented and certified shredding of both physical and electronic records approved for destruction.

The Office of City Secretary services and activities fall under the City Council priority of “Responsible City Government; financially sound, exceptional service”.

SERVICES AND SERVICE LEVELS

Service: Legislative Services

Staff is a resource and supports and maintains all documentation to City Council, Boards and Commissions; provides recording and transcription services for minutes to all quasi-judicial Boards and Commissions and presents for approval; makes an electronic audio recording of all meetings of advisory boards to serve as the minutes of those boards; maintains all board records and documents, electronic agenda processing, snippets, archiving and audio.

Agendas and Public Notices: staff is required to craft and process electronic agendas and public notices, as well as manage meetings of City Council, Boards, Commissions, Special Task Forces and Committees to ensure compliance with laws.

Staff provides advice and assistance to City Council, City Administration, Offices, Departments, Boards, Commission, and the Public on procedural and protocol issues and policies, including drafting and enforcement of interdepartmental and city council policies and procedures. Staff processes all subpoenas, petitions, and expressions of opinions and/or intent.

Ordinances: The Code of Ordinances and Land Development Code is updated and codified with the adoption of ordinances to enact new legislation, to eliminate incorrect statutory references, to remove obsolete, redundant or unnecessary provisions, to revise language to improve readability, and to amend, repeal sections that are no longer applicable.

The Office of City Secretary manages all aspects of an ordinance beginning with the assignment of ordinance number, the agenda first and second reading, execution, recordation and codification in the Code of Ordinances, and Land Development Code.

Legal Notices: Craft, process and publish all legal notices for public notification on two bulletin boards and the City website, and the official newspaper in coordination with other City offices and departments.

Budget: Develop and manage office fiscal year financial budget and other administrative matters and costs of services.

Recordations: Process, record with County and maintain deeds, easements, variances, developer agreements and all other types of property asset documents.

Technology Support: Craft and manage standardized framework, operational guidelines, and presentation standards; provide meetings assistance and technology support to Mayor for offsite meetings, offices and departments for all meetings and to external presenters for presentation standards to ensure that PPT is compatible with equipment; administer and publish City Council policies; design and maintain Office webpage on SLIC.

SERVICES AND SERVICE LEVELS (CONTINUED)

Service: Legislative Services (continued)

Ethics and Open Meeting Training: Plan, coordinate and provide annual educational programs to City elected officials and all members of boards and commissions on legal and ethical obligations under State law, local ordinance and the obligation to avoid conflicts of interest. Coordinate and provide Open Meetings training to all newly elected City Council members within 90 days of oath of office to ensure that all elected officials have an understanding of the general principals, responsibilities, proper procedures for compliance and consequences of violations. Coordinate and provide a one-time Open Meetings training to new appointees of Boards and Commissions as soon as practical following the oath of office to ensure that all appointed officials have an understanding of the general principals, responsibilities, proper procedures for compliance and consequences of violations.

General and Special Elections: Plan, coordinate and oversee the administration of City regular and special elections, including bond and charter, to ensure compliance with all city, state and federal election laws and policies. Staff ensures the legal and ethical compliance for elected and appointed officials and is responsible for communicating the election filing processes thereby increasing public awareness to achieve maximum participation in the electoral processes. The office has responsibilities prescribed by the city charter relative to registered voters' exercise of powers through petition, initiative, referendum, recall, and administration of oaths of office.

Boards and Commissions Staff manages recruitment for Boards and Commissions appointments, maintains applications, resumes, questionnaires, and manages the interview and selection process for appointments. With growth of the City it has become increasingly more difficult for City Council to know each of the volunteers who submit an application and to make appointments based on applicants' qualification, experience and basic understanding of specific roles and responsibilities. This growth requires Staff to take an active role in the member selection process and interact with the public to ensure that the most qualified persons with the best interest of the City are appointed. Additionally, staff manages and monitors member orientation and training.

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SERVICES AND SERVICE LEVELS (CONTINUED)

Service: Legislative Services (continued)

Redistricting Process: The City of Sugar Land Charter provides for a mayor and six-member city council. The mayor and two council members are elected at-large and four members are elected from single-member districts. To ensure equality of representation in the political process, the law requires that the four single-member districts contain an approximately equal number of persons, based on the latest United States decennial census.

The City Council appoints a Redistricting Advisory Committee after completion of an annexation or every five (5) years to make a recommendation to the City Council on one or more redistricting plans for consideration. The Committee meetings and City Council meetings at which redistricting plans will be considered are open to the public and citizens have an opportunity to comment on any plan or plans at one or more of those meetings.

The Office of the City Secretary assists the redistricting advisory committee in conjunction with the Office of City Attorney to ensure recommendations on redistricting plans are in compliance with criteria defined for redistricting under the Voting Rights Act and Texas Government Code.

Charter Review: The charter is the ‘constitution’ of the City and cannot be amended except by voter approval and by state law not more often than every two years. The charter defines the powers the citizens agree to give the city government and how the government is to be structured. The charter defines how officials are to be elected, term lengths, duties, powers and responsibilities and establishes the lines of authority for offices and departments.

City Council appoints a charter commission as often as it deems necessary, but not less than every five years, to review the operations of city government under the Charter to determine whether revisions should be made. At the conclusion of the review, the commission will make a written report to the city council of the findings and recommendations for changes, if any. The city council may submit the recommended changes, as it deems appropriate, to the voters for approval.

The Office of the City Secretary supports the charter commission throughout the charter review process in conjunction with the Office of City Attorney.

SERVICES AND SERVICE LEVELS (CONTINUED)

Service: Public Information

In accordance with the City Charter, Federal and State Law; the Office of the City Secretary provides the public with information and assists to locate government data maintained by and for the City. The Texas Public Information Act, Section 552 of the Local Government Code, provides that the City must respond "promptly" to a request for information. If the City is unable to produce the requested information within ten business days, the City Secretary must provide the requestor with written notification of when the information will be available for release. In addition, the Office of the City Secretary, in consultation with the records owner, determines public records that will be available by web access through the City Electronic Document Management System (EDMS).

The Office processes requests for records information and distributes to appropriate offices and departments for information and documents to be compiled; to conduct the necessary research to provide a complete, appropriate, and accurate response to each requested record of information; determine and coordinate with legal if state attorney general opinion is required in cases where an exception to disclosure has not been previously determined and excepted; calculate costs of document reproduction, manipulation of data, inclusive of labor/overhead, if any, in accordance with state rules and notify requester in writing of the charges; identify the format, method of delivery and response that is most effective in terms of convenience, economy, legality, and technical feasibility.

The Texas Public Information Act, Section 552.275 authorizes a governmental body to establish a reasonable limit on the amount of personnel time required to produce public information for inspection or copies to a requestor, without recovering the costs attributable to that personnel time. Section 552.275 (b) establishes that the time limit may not be less than 36 hours for a requestor, during the 12-month period that corresponds to the governmental body fiscal year. The established limit applies to all requestors equally except as exempted by the Act. Once a requestor exceeds 36 hours in a fiscal year, the City can charge \$15 per hour plus copying charges for all public information requests from a requestor.

In addition to the responsibilities and requirements under the Texas Public Information Act, the Office is responsible for administrative oversight and maintenance of public documents on the City website for public search of records and information.

SERVICES AND SERVICE LEVELS (CONTINUED)

Service: Customer Service

Lobby Service / Public Interaction:

Provide dependable, courteous service to residents and visitors seeking information and/or directions; accept and distribute packages to and from vendors, consultants, city employees, offices, departments; facilitate telephone communications between citizens and appropriate City personnel; manage and update City internal telephone directory; facilitate meeting communications by greeting, identifying and directing individuals and public to the appropriate person, office or department; issue badges to consultants, vendors, and visitors for meetings beyond first floor and to employees who arrive without the city issued badge.

Serve as a resource/link between citizens and the City organization, maintaining an understanding of needs, making government accessible and transparent; promptly and accurately distributing information on government actions; quickly identifying and connecting public to the right person or resource.

Proclamations: Craft to recognize and celebrate the extraordinary achievements of citizens, non-profit organizations, honor occasions of importance and significance, and increase public awareness of issues to improve the well-being of the citizens of the city.

Vehicle and Equipment Database: Manage database for processing and maintaining of titles, license and inventory for vehicles and equipment for efficient retrieval, renewals, and disposition after auction.

Service: Comprehensive Records Management

Official Records Repository: Capture, store, disseminate, maintain/protect, determine disposition, archive and provide long term access to all official records, whether physical or electronic, and of limited or permanent retention, in the custody of the Office of City Secretary; identify and capture descriptive information (metadata) of official records in a consistent manner to ensure accurate and timely retrieval of critical information; authenticate, witness, execute, process, enter in official records and distribute; process, record with county and maintain deeds, easements, variances, and all other types of property asset documents; fulfill requests for information from internal customers.

Electronic Document Management System (EDMS): Promote City-Wide participation in the EDMS system by providing on-going assistance and training to all City offices/departments/divisions on electronic records management principles and provide assistance with electronic folder structure, retention schedules, and metadata; provide ongoing training and assistance with quality assurance, scanning, importing, and records life cycles. Promote full utilization and development of the EDMS system software to facilitate efficient business processes through the use of forms management and automated workflows.

SERVICES AND SERVICE LEVELS (CONTINUED)

Service: Comprehensive Records Management (continued)

Records Training: Train and advise, office and department liaisons on records management pursuant to state record series and city adopted retention schedules; generally accepted recordkeeping principles to assist in designing and improving the methods for managing and retaining records; classification of records according to the office and departments' operational needs.

Records Center Archives (RCA): Manage and coordinate the secure transfer of inactive records from prime office space to the RCA; maintain error free identification of the storage location of accessioned records to ensure long term retrieval capabilities; control secure access to records stored in the RCA and administer final disposition.

Training/Assistance Presentation Standards: Train and provide support for electronically formatted presentation guidelines, creation of public meeting PowerPoint slides and electronic agendas.

SERVICE LEVEL EXPECTATIONS

Program: City Secretary	
Service (Activity)	Service Level Expectation
Legislative Services	Public meetings and processes are conducted within statutory and protocol requirements with consistent presentation standards
Public Information Request	Request processing initiated within 1 business day of receipt of request and responded within statutory requirements. Public documents launched on City website Spring 2016; launch is contingent on the progress made on building an electronic document and information repository through EDMS.
Customer Service	Provide prompt, courteous customer service to internal and external customers
Comprehensive Records Management	City records maintained, both in hard copy format and electronic format, in accordance with records management policy and principles, and disposed of within practices and standards set by laws and adopted retention schedules.

SERVICE LEVEL MEASURES

Program: City Secretary		Expected Result	
Service	Service Level Measure	FY14	FY15
Legislative Services	Public meetings conducted within statutory requirements and consistent presentation standards	100%	100%
	Maintain compliance with open government by being effective in the legislative processes	100%	100%
	Provide effective and efficient administration of city elections	100%	100%
	Codify and publish ordinances	100%	100%
Public Information Requests	Percentage of responses to public requests initiated and completed as soon as practical and within the PIA rules	100%	100%
	Number of AG complaints from public relating to any aspect of the response to their request for information	0	0
	Percentage of document reproduction charges collected	100%	100%
	Total number of Public Information Requests processed annually	1116	1215
Customer Service	Provide assistance to internal and external customers in a courteous and service-oriented manner; initiate response to citizen inquiries within one hour or less	100%	100%
Comprehensive Records Management	City records managed efficiently, cost-effectively, accessible and preserved pursuant to adopted policy and state requirements	100%	100%
	Provide offices and departments with records management consulting services and records management training	100%	100%
	Legislative actions posted/scanned/imported into EDMS within 5 business days of meeting	100%	100%
	Legislative actions, snippets, and PowerPoint presentations posted to website by end of business the day following meeting	100%	100%
	Contracts, Agreements, Property Records, Ordinances, and Resolutions scanned/ imported into EDMS within 5 days of assembly of completed documentation	100%	100%
	Broader Acceptance and Participation in the Electronic Document Management System. Number of users who have logged into the system	85	185

